BY ORDER OF THE COMANDER
AIR RESERVE PERSONNEL CENTER

ARPC INSTRUCTION 33-1290

19 FEBRUARY 2004

Communications and Information

ARPC WEB ADMINISTRATION

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This instruction establishes policy, procedures, responsibilities, and guidelines for administering the ARPC Internet (public), Intranet (private), and Secure web sites. This includes the requirements to provide for web services not limited to, but including design, development, training, and technical support. The primary focus of this instruction is to provide current, relevant, and accurate information to all internal and external customers via the ARPC web sites.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

1. References:

1.1. AFI 33-129, *Transmission of Information Via the Internet*

1.2. AFI 35-101, *Public Affairs Policies and Procedures*

2. Policy:

2.1. An ARPC Web Team will be established for the purpose of discussion of matters pertaining to the World Wide Web (WWW)concept and its design and development in relation to the ARPC mission.

2.1.1. The ARPC Web Team will be comprised of the Web Administrator, Public Affairs Office (PA), SCX Web Developers, and a representative from each of the SC LAN Shop for technical matters, and a legal advisor from JA.

2.1.2. Additionally, the Administration Office, IT Plans and Policies Division (SCX) provides overall web site administration, development, design and technical support to the internal and external web sites.

2.1.3. In addition to the ARPC Web Internet and Intranet, ARPC also utilizes an frequently asked questions (FAQ) service on the public website. Although, administrative oversight of the FAQ service falls under the purview of Call Center Branch (DPSCA), it is vital that all ARPC web based information remain consistent. The FAQ administration must be considered an interrelated function with Web Administration. Consequently the DPSCA FAQ administrator should work closely with the Web Team.

2.2. PA will be the primary focal point for Security and Policy review of all web pages that are to be released to the general public in accordance with (IAW) AFI 35-101.

2.3. Directorate and Staff agency personnel selected to develop and maintain web pages on the ARPC public and private sites will be referred to as "Page Developers."

2.4. A Web Working Group (WWG) will be established by the Web Administratorfor the purpose of discussing WWW topics, concepts, and events as they apply to the ARPC Internet and Intranet sites, and the ARPC mission.

2.5. All web pages produced for the ARPC Web Sites will maintain a uniform look and feel IAW AFI 33-129 and this instruction. The Web Administration Office is not responsible for directorates maintaining web pages on separate platforms, or links to them.

3. Responsibilities:

3.1. The Directorate of Communications and Information (SC) provides oversight for the ARPC Web Program. Responsibilities include overall web site management, and developing standards and guidelines for producing quality web pages relative to the ARPC mission.

3.2. PA will act as a direct link to the ARPC Commander and Senior Staff on all web related matters. Notification will be given to the Web Administrator on all briefings presented to the Senior Staff.

3.3. The eb Administrator and the PA office will jointly care for the ARPC public website IAW AFI 33-129 and AFI 35-101 respectively.

3.3.1. For all ARPC sites, the Web Administrator and Site Developers will manage and approve site architecture and page development.

3.3.2. A "Webadmin" e-mail account will be utilized on the ARPC public site for general page error notification and information concerns. Replies will be provided by PA with returns provided to the Web Administrator.

3.4. Directors will make certain that information placed on the ARPC public and private sites for their organization follow this instruction.

3.4.1. Directors will appoint in writing one primary and one alternate (as manning permits) Web Page Developer. Directors will also appoint in writing one primary and one alternate (as manning permits) directorate FAQ representative. However, it is encouraged that a single person serve as the directorate Web Page Developer (or alternate) and FAQ representative (or alternate) whenever feasible.

3.4.2. Provide an original signed copy of appointment to the Web Administrator.

3.4.3. Directorates will be responsible for appropriate training of Page Developers per this instruction.

3.4.4. Directors must ensure that at least one Page Developer is present each time the Web Working Group convenes.

3.5. Page Developers will be responsible for initial concept and purpose of their organizational web pages.

3.5.1. Page Developers should have a general knowledge of their directorate's functional and operational mission.

3.5.2. Page Developers should have a generic knowledge of computers and operating systems.

3.5.3. Page Developers at a minimum, should be trained with a beginning knowledge level of Hyper Text Mark-up Language (HTML), and beginning to intermediate knowledge level of Microsoft Front Page. In addition, Page Developers should be able to recognize methods for obtaining and incorporating graphic images for web page development.

3.5.4. Page Developers must insure that web page functionality remains consistent with the overall design of the primary site to which pages are to be published. Check style and design guidelines as outlined in the ARPC web review guide.

3.5.5. Page Developers will be equipped with appropriate hardware and software once SCX is notified of appointment. Microsoft Front Page is the current authorized web authoring software used by ARPC. All other web software requests must be submitted to SC on AF Form 3215, **IT/ NSS Requirements Document**.

3.6. A WWG will be set up by the Web Administrator for the purpose of discussing and reviewing web related information and technologies as applicable to the ARPC mission.

3.6.1. The WWG will be comprised of: The Chief of PA or appointed representative, the Chief of SCX or appointed representative, a representative from DPSCA to address FAQ issues, the Web Team, and the primary or alternate Page Developer from each directorate to include an FAQ representative or alternate if web and FAQ responsibilities are not combined.

3.6.2. The WWG will be convened by the Web Administrator when necessary based on relevant changes to the web environment. The Web Administrator will coordinate time and place. Meetings will be less frequent when the non-availability of information or technical advances is prevalent.

3.6.3. Ad Hoc meetings can be called for anytime by any WWG member when immediate or pertinent information becomes available and its dissemination is deemed necessary. The Chief of PA and the Web Administrator must be notified prior to any meeting being scheduled.

3.6.4. The Web Administrator will chair all meetings, except Ad Hoc meetings which will be chaired by the individual scheduling the meeting.

3.6.5. An agenda and meeting minutes will be provided to the ARPC Senior Staff, Web Team members, and the WWG by the Web Administrator for scheduled meetings.

4. **Procedures:**

4.1. Internet [**https://arpc.afrc.af.mil**]

4.1.1. All public web pages (Internet) are housed on a staging file server located within ARPC. The Web Administrator maintains the directory structure and access permissions to this server.

4.1.2. HQ AFRC/SCO maintains the production server where ARPC's public web pages are stored for public review.

4.1.3. HQ AFRC/SCO manages the consolidated server program, and provides all server maintenance and upgrades necessary to keep the ARPC web site operational 24 hours, 7 days a week.

4.1.4. Additional security measures such as secure socket layer encryption (https) for forms requesting privacy act info on public web pages will be initiated by the Web Administrator through HQ AFRC/SCO.

4.1.5. Directorate Page Developers can make/save changes directly to their web pages located on the ARPC staging server using the Front Page software application, and notify PA or the Web Administrator when changes need to be published.

4.1.6. PA or the Web Administrator will review all changes to the public website pages prior to use of File Transfer Protocol procedures to update the production server. The production server should be updated within 10 minutes of the transfer.

4.2. Intranet [https://wwwmil]

4.2.1. All local internal web pages (Intranet) reside directly on a production web server within ARPC.

4.2.2. The Web Administrator will maintain directory structure and access permissions to all Intranet folders and files.

4.2.3. The SC LAN shop will manage the server as part of its server farm to include maintenance and hardware and software upgrades to the system. The Web Administrator will manage the Public Key Infrastructure (PKI Certificates) on the server.

4.2.4. Page Developers will make changes and updates directly to the Intranet production server. Directorate Page Developers must be prudent when saving changes to the Intranet as they are viewed in real time by ARPC associates.

4.3. ARPC Secure [**https://wwwmil.arfc.af.mil/arpc**].

4.3.1. All public web pages (Internet) are housed on a staging file server located within ARPC. The Web Administrator maintains the directory structure and access permissions to this server.

4.3.2. HQ AFRC/SCO maintains the production server where ARPC's secure pages are stored and protected by USERID and password logon.

4.3.3. HQ AFRC/SCO manages the consolidated server program, and provides all server maintenance and upgrades necessary to keep the ARPC web site operational 24 hours, 7 days a week.

4.3.4. The ARPC Secure site is primarily maintained for Program Manager (PM) use and information, however, is not restricted to PM use only. User Accounts are requested through the ARPC PM Coordinator (DPST) for Program Manager and BIMAA Personnel. The Web Administrator will coordinate and set up all accounts for the secure web site.

4.3.5. ARPC Form 14, **Secure WEB Application**, will be used to request all secure site accounts and access.

4.3.6. The Web Administrator is the sole source for updating or changing this site.

4.4. ARPC Form 65, **Web Services Request**, must be filled out by the Directorate Page Developers and signed by the Director or Deputy prior to submission to SCX when requesting Web support service. A complete description of the service needed must be given with any supporting documentation attached.

4.4.1. ARPC Form 65 shall be used when:

4.4.1.1. Adding new pages to either Internet or Intranet site (not needed for a continuation of an existing page).

4.4.1.2. Adding new content that is not consistent with the ARPC Style Guide or current Internet design.

4.4.1.3. Request design or development help from the Web Administration shop.

4.4.1.4. Requesting photographic or imaging support for web based projects.

4.4.2. The ARPC Form 65 will be reviewed by the Web Administrator and PA for public site additions, and a proposed action will be determined and discussed with the originator prior to implementation.

4.5. FAQ Administration.

4.5.1. DPSCA and PA currently oversee content of the ARPC FAQs. DPSCA manages day to day access to the FAQ database.

4.5.2. Directorate FAQ representatives will ensure that their FAQs remain current and consistent with other information published by their directorate. Any corrections, additions, deletions to FAQs will be worked through DPSCA.

4.5.3. An annual review of FAQ content will be established by the program coordinators to include FAQ representatives and the Web Administrator.

5. Reports.

5.1. The Web Administrator will produce monthly Web Trend reports for all ARPC web sites.

5.1.1. Report links will be placed on the ARPC intranet for review by web team members and Directorate Page Developers

5.1.2. Directorate Page Developers will use the reports to monitor and analyze their web page content, traffic flow, and error content, and make necessary adjustments to their pages.

6. Forms Prescribed. ARPC Forms 14 and 65.

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